

US Environmental Protection Agency Office of Pesticide Programs

Transcript from Poison Prevention Week Conference Call

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EPA

Moderator: Jim Jones March 19, 2012 10:30 a.m. ET

Operator:

Good morning. My name is (Suzette) and I will be your conference operator today. At this time I would like to welcome everyone to the Poison Prevention Week Stakeholder Conference Call. All lines have been placed on mute to prevent any background noise after the speakers' remarks there will be a question and answer session.

If you would like to ask a question during this time, simply press star then the number one on your telephone keypad. If you would like to withdraw your question press the pound key. Thank you.

Mr. (Andy Lawn) you may begin your conference.

Jim Jones:

Well, good morning everyone. I am Jim Jones, the Acting Assistant Administrator for the Office of Chemical Safety and Pollution Prevention at EPA. I appreciate everyone joining us today to help spread awareness and how to prevent poisonings. The administrator and I are glad to be joined by leaders from the Consumer Product Safety Commission, the Health Resources and Services Administration, the Centers for Disease Control and Prevention and the American Association of Poison Prevention Centers.

We are honored to have couple of collaboration amongst our partners. We have several speakers this morning. So, let's move directly into the program. We plan to answer any questions at the end of the presentations. I am pleased to introduce EPA Administrator, Lisa P. Jackson. Chemical safety is one of administrator Jackson's top priorities and preventing poisonings dovetails

perfectly into increasing chemical safety. Thank you again administrator Jackson for hosting this call and we are ready for your remarks.

Lisa P. Jackson:

Oh, thank you, Jim, and good morning, everyone. And, special good morning to all the partners on the line with us from Consumer Product Safety Commission, the Health Resources and Services Administration, CDC, AAPCC, the American Association of Poison Control Centers. Great to be with all of you. As you all know, this week is National Poison Prevention Week.

We've been making this week – marking this week in our country for 50 years now. The first-ever Poison Prevention Week took place under President Kennedy in March of 1962 which means protecting our families from exposures to poison has been our priority since before the Environmental Protection Agency was even established. And, poison prevention is just as important today as it was in 1962.

Every year our country's 57 Poison Control Centers receive nearly four million calls. That's roughly one call every 8 seconds from Americans who fear they or someone they love may be at risk of exposure. In about half of these cases the exposures involve children 5 years old or younger and much of time the exposure involve products kept around the house. Things like cleaning supplies or pesticides or other chemicals that people use everyday which means they can be avoided.

The best defense families across America have against these incidence is awareness of the risk and knowledge of the simple steps they can take to prevent exposure. This is where you come in. You can help us spread the word. We need to take the opportunity that National Poison Prevention Week gives us to educate parents, caregivers, educators and others in the communities so they can help prevent poison exposures for our children and family.

So, what are the steps to prevention? First and foremost, it's important to reseal pesticides and other household chemicals as well as medications and cosmetics each time they are open and never leave them unattended.

Sometimes, it can be difficult to discern which household items may be possible poison-threat. So, it's important for us to encourage people to read labels and pay close attention to any safety instructions. When possible, it's best to choose the products with the design for the environment. The DFE label. Anything that could be a poison threat should be stored in the place where children can't reach it. These items should be kept on high shelves or locked cabinets. It's also good idea to use child-resistant safety latches.

Mouse and rat poisons pose more of an obvious risk. When it's necessary to use these items parents should use tamper-resistant bait stations to better protect children from the exposure. The last thing I'll mention today is that families should keep the Poison Help hotline number programs into household phones or at least you want to post a (note) nearby. The number isn't difficult to memorize. It's 800-222-1222. And, having it easily accessible will ensure that whoever is in the home; babysitters, relatives or anyone else will have quick access should an exposure occur.

Poison Control experts are available at that number 24 hours a day, every single day of the year. Again, your health is the key. We're looking to our partners to join us and getting the word out in communities across the country. I hope you'll use YouTube and blog post and smart phone apps and more traditional means of communication to creatively and effectively inform our friends and families and reduce the amount of poison exposures that occur each day. We look forward to working with you in this important effort. Thank you again for joining this discussion.

Jim Jones:

Thank you, administrator Jackson. The Consumer Product Safety Commission is in charge of protecting people from thousands of consumer products and we are pleased to have the Chairman of the Consumer Product Safety Commission, Inez Tenenbaum, with us today to talk about poison prevention and what people can do to help avoid poisonings and injuries. Chairman Tenenbaum.

Inez Tenenbaum: Good morning, everyone. Jim, thank you for that introduction and administrator Jackson, it is wonder to partner with you and your agency on this briefing about one of those successful public health campaigns in the country.

The CPSC and EPA have been working together from 25 years to educate and address the poisoning risks posed by household chemicals, medicines and pesticides. The public-private partnership that has kept the National Poison Prevention Week going for 50 years is a model for how we can all work together to save lives.

Now, there is a very important number that I want all of you to remember; 92 percent, yes, 92 percent. Since, the start of the National Poison Prevention Week in 1962 there has been a – there has been a 92 percent decline in child poisoning deaths in the United States. That is remarkable and credit goes to all of the Poison Control Centers for having millions of panicked phone calls to the CPSC, EPA, CDC and HHS which established, educated and enforced the rules and that reduced in children exposure to harmful poisons.

Thousands of lives have been saved over the past 50 years. Thanks to child-resistant package. In the 1960s, more than 400 children under five died from poison-related incidence each year. There was a public health crisis back then. It was not until 1972 that child-resistant packaging became required for aspirin which was the leading cause of poisoning at the time.

In 1973 the CPSC received jurisdiction, the Poison Prevention Packaging Act and by 1983 CPSC estimated a 65 percent decline in unintentional aspirin ingestion and then 83 percent decline in related fatality. Child-resistant packaging is now required for more than 30 categories of products including personal care products, cleaning (substances), aspirin and vitamins. So, how important is child-resistant packaging?

When it was first introduced more than 200 children died each year from accidental poisonings related to common household products and by 2008 there were fewer than 35 deaths reporting –reported. That is amazing progress. Poisonings are preventable. At the CPSC we believe that child-resistant packaging and awareness efforts have made avoiding child poisoning simple. If everyone keeps harmful products locked up and out of reach and

uses the child-resistant closures properly and consistently we will continue to save lives and keep children healthy.

I want all of you to know that you can count on the CPSC to recall effective product that pose a risk of poisoning or allow access to poisons. In fact you will be hearing from us later on this week on an important recall. You can also count on us to address emerging hazard.

The CPSC recently launched an awareness effort involving coin-size batteries that is swallowed and cause severe chemical burn. The CPSC warn that children are gaining access to these batteries from products commonly left within a child's reach such as remotes, car entry devices, book lights, musical greeting cards and (battery) scales.

I wrote to the Electronics and Standards Industry to encourage development of product and standards that will eliminate the hazard. CPSC has also warned parents about small high-powered magnets detaching from toys. Children who swallow two more of the magnets are at risk of blood poisoning and other severe injuries. CPSC work with industry to develop standards to prevent the release of magnets from children's toys.

Last year as magnets reemerge as an adult desk toys we warned that toddlers and teenagers were at risk. The CPSC issued a multi-media warning to parents and teens about the dangers posed by loose magnet and (fake piercing).

Another promise that I want to make today is that the CPSC will continue to play a leading role on the Poison Prevention Council which also deserves credit for the success of the Poison Prevention Week campaign. In closing, I urge everyone to continue to be vigilant, advising your parents and grandparents to childproof their home and spread the word about the poison health number which Deborah Carr will talk about shortly.

If everyone who is on this call today can make a small contribution to increasing awareness about poison prevention we will save thousands of more lives during the next 50 years. So, our administrator, Jackson and Jim, thank you once again for inviting me to be a part of this important briefing.

Jim Jones:

Thank you, chairman Tenenbaum. Next is Dr. Mary Wakefield who serves as the Administrator of the Health Resource Services Administration at the Department of Health and Human Services. Dr. Wakefield and our colleagues worked to fill in health care gaps for people who are uninsured, isolated, or multi-medically vulnerable.

They also work and – they also fund and work hand-in-hand with local Poison Control Centers and Health Resource Services Administration has developed a variety of resources to help spread the word on preventing poisonings. We are pleased to have them as an important partner. We welcome your remarks Dr. Wakefield.

Mary Wakefield: Thank you very much Jim and let me also thank administrator Jackson for arranging this call that marks the 50th anniversary of National Poison Prevention Week. One of the Health Resources and Services Administration many, many responsibilities is to fund and to oversee the nation's 57 Poison Control Centers and support the maintenance of the toll free poison helpline that connect callers to their local Poison Center.

> As administrator Jackson noted the number of that poison helpline is an important one to remember. Or, even better yet to have folks programming it into their phones and that number is 800-222-1222. All the calls that come into that helpline are free and those calls are also confidential.

In addition to HRSA supporting that poison helpline we also support the Poison Help campaign. The Poison Help campaign increases the awareness of the hotline, Poison Centers and the services that they provide. And, as many of you know, Poison Control Centers provide triage and treatment recommendations for possible poisoning all day, every day of the year and we serve every imaginable community with our information.

For example, Poison Control Centers access to interpreter's means that they can provide help in, now, over 150 different languages. In terms of expertise, the Poison Help line is staffed by medical experts. They offer advice to anyone who calls including other healthcare providers. And, in fact healthcare providers really regularly consult Poison Centers to obtain the

latest treatment protocols as well as up-to-date information on emerging health issues such as synthetic drugs.

Poison Control Centers also play a very important role in public health surveillance because they often are the first to identify new drugs of abuse or other poisoning trends. At HRSA, we work to make sure that healthcare providers and patients in all of our programs know about the Poison Help line across all of HRSA agency initiatives.

For example, we work to promote poisoning prevention and the Help line in HRSA funded health centers who has 8,500 sites across the country, serve mostly low income patients, migrant workers, people who live in public housing and students who access care at their school among others.

In another HRSA program the National Health Service Corps which connect primary healthcare clinicians to communities most in need of healthcare services. We make sure that National Health Service Corp clinicians, doctors, nurse practitioners and others are aware of the Poison Help line and the services offered by Poison Control Center staff. HRSA on another front oversees the Federal Government's programs to promote maternal and child health.

So, these programs and these services are a natural avenue for promotion as well since parents with young children often access the Poison Help line. And, our Office of Rural Health Policy is sending information on poison control to rural health clinics and to more of HRSA's grantees from across our rural health programs including, for example, critical access hospital which are small hospitals have served rural communities across the nation.

Let me just end my comments by highlighting to all of you the availability of materials that can be accessed through a Web site. There are varieties of materials that can help prevent poisoning in your family or across your community for I suggest that if you haven't visited already you please go to the Web site poison help – that's all one word – poisonhelp.hrsa.gov.

So, again, the Web site poisonhelp.hrsa.gov to obtain additional materials beyond what we've just been talking about here this morning. At HRSA,

Poison Control is the 365 day a year effort but we are certainly pleased to join this call today in support of National Poison Prevention Week. Thank you.

Jim Jones:

Thank you for your remarks and all of your work Dr. Wakefield. Next to speak is Dr. Linda Degutis who is the Director of the National Center for Injury Prevention and Control at the Center for Disease Control and Prevention at Atlanta. The mission of this center is to save lives and protect people from injuries and violence. We look forward to your remarks Dr. Degutis.

(Acadia):

Good morning. This is Dr. (Acadia). I'm standing in for Dr. Degutis this morning. Thank you and good morning to everybody. I'm going to speak very briefly about some of the data and statistics related to poisoning and then provide some examples of CDC's poison and prevention work.

Despite some of the successes that have already been mention poisonings continue to affect every age group from the very young to those who are older. For young children more than 60,000 end up in emergency departments each year and over half a million telephone calls are made to Poison Control Centers because these children have gotten into medicines while their parent or caregiver weren't looking.

In teens and adults poisoning have become a leading cause of injury—related death. Most of these poisoning deaths involve drugs and over half of those involve prescription medication most commonly opioid pain relievers. Every day in the U.S. more than 40 people die from an overdose involving an opioid pain reliever. For any public health issues CDC's major activities fall into one of a few general categories and poisonings is no different.

So, first of all we collect information to track and monitor the problem and we conduct research to better understand it. Second, we use this information to develop and evaluate interventions and prevention programs and then finally we promote the widespread adoption and dissemination of those interventions and programs that are found to be effective.

Given the number of young children affected by poisonings CDC and other partners have launched an educational program and it's called, "Up and Away

and Out of Sight," and this is to inform parents and caregivers about safe medications storage and encourage them to follow these simple steps to protect children.

So, first of all, as you've heard, it's very important to pick a medication storage place that children can't reach. Some place it's high, too high for a child to reach or see and also to remember that any medicine of vitamin can cause harm if it's taken the wrong way even those medicines that are bought over the counter without a prescription.

Second, it's important to put medicines away every time you use them never leaving medicines or vitamins out on a kitchen counter or at a sick child's bedside even if the medicine has to be given again in just a few hours. Third, as you've heard, make sure that the safety caps are locked. Fourth; to teach children about medicine safety. To never tell children that medicine is candy to get them to take it even if the child does not like to take his or her medicine.

Fifth; to tell guest about medicine safety, ask house guests and visitors to keep purses, bags and coats that have medicines in them up and way and out of sight when they're visiting and then finally to be prepared. As you've heard already, it's a good idea to program the Poison Control number into the home phone and cell phones or make sure it's on a sticky or piece of paper or some place near the telephone in the home.

And, again, the number 1-800-222-1222 and this educational campaign is just one example of larger efforts of CDC to prevent unintentional medication and poisoning as well as other injuries among young children.

With respect to prescription drug overdose, CDC is actively working to improve systems to track prescriptions and identify misuse, identify prevention strategies that work and improve clinical practice. We've released the CDC vital science publication on prescription drug overdose along with the policy impact brief. These two documents describe the problem of prescription overdose and strategies that can be used by various audiences to prevent overdoses from occurring.

States have a particularly critical role to reverse the prescription drug overdose epidemic. So, much of our work at CDC focuses on identifying promising strategies and policies and encouraging and recommending them for use by states. So, for example, states can either start or improve Prescription Drug Monitoring Program, PDMP. These are electronic databases that track all prescriptions of painkillers in the State.

Data from PDMP as well as other systems such as Medicaid, and worker's compensation can be used to identify improper prescribing of painkillers. States can also enact and enforce law to prevent doctor shopping or to prevent the operation of rogue pain clinics otherwise known as 'pill-mill'. These types of laws can also help prevent prescription drug misuse while at the same time ensuring that patients have access to safe and effective pain treatment.

Since, Debbie Carr, the Executive Director of the American Association of Poison Control Centers will speak next I'll just close by saying that CDC works closely with PCCs to monitor chemical and poisoning exposures and that the real-time monitoring of these exposures by the PCCs provides incredibly helpful information to allow the early detection of these exposures which then in terms facilitates rapid and appropriate public health response. Thank you again for inviting us to be part of this presentation and we look forward to hearing from you and continuing to work with everyone. Thank you.

Jim Jones:

Thank you, Dr. (Acadia) and thanks to you and your team for all of your work. Well, we've heard a lot about an important phone number this morning 1-800-222-1222 and now we're pleased to have the individual on the line whose organization manages that important hotline. Debbie Carr serves as the Executive Director of the American Association of Poison Control Centers. Ms. Carr and her team help support the nation's 57 Poison Centers and has many activities acknowledging the 50th anniversary of National Poison and Prevention Week. Debbie?

Deborah Carr:

Good morning, everyone. I would like to thank administrator Jackson for inviting me to speak with you today about the American Association of

Poison Control Centers and our network of 57 Poison Prevention Centers who are celebrating the 50th anniversary of National Poison Prevention Week.

Poisoning is the leading cause of death from unintentional injuries in the United States ahead of motor vehicle crashes and gun incidence. Poisoning can happen to anyone and poison prevention is for everyone from children to seniors and everyone in between. Most calls to Poison Centers are about children but most people who die from poisons are adults. A poison is any substance that can harm someone if it is used in the wrong way by the wrong person or in the wrong amount.

Poison is a danger for all of us. America's Poison Centers provide free, confidential healthcare services 24 hours a day, 7 days a week, 365 days a year in over 150 languages. Highly trained poison expert through who are nurses, pharmacist and emergency room doctors provide real-time healthcare at Poison Centers across the country. America's 57 Poison Centers are committed to safeguarding the health and wellbeing of every American through poison prevention and free, confidential expert medical advice.

Parents and babysitters call when young children got into toxic substances. Seniors call when they think they may have made an error in taking the medicine. Doctors, nurses, pharmacist and emergency room physicians call our centers more than 1,400 times every day for advice on how to treat the patients for drug or poison-related events. Every year Poison Centers save countless American lives and millions of taxpayer dollars. More than 70 percent of the patients calling our Poison Centers can be treated at home and don't have to go to the emergency room saving our country more than \$1 billion in healthcare expenses every year.

Poison Centers get calls about exposure to carbon monoxide, snake bites, food poisoning, pesticides, prescription medicines, plants, household cleaners, crayons, paint, synthetic drugs, button batteries and even lead in toys. There is nothing that Poison Center experts haven't been asked about. When was the last time you received free, qualified, trustworthy health advice?

If the unthinkable happens it's good to know help is just a phone call away. Program your phone with the Poison Help line 1-800-222-1222 and post it on your home phone. For anyone who has questions in an emergency please call the Poison Help line to reach an expert at their local Poison Center.

We encourage you to learn how to become a poison prevention hero and join our Poison Prevention Week celebration by logging onto www.aapcc.org. Poison prevention materials are available to help spread the word. Call 1-800-222-1222 to reach at local Poison Center. Thank you and have a safe, healthy poison-free day.

Jim Jones:

Thank you, Debbie for all that your organization does to help people in America safe. I want to thank all of our partners for your leadership and for providing all this information on how we can all better save lives and prevent injuries. We'll be glad to take any – take any questions and I will turn it back over to the operator to provide instructions on how to ask the questions.

Operator:

At this time if you would like to ask a question please press star then the number one on your telephone keypad. Again to ask a question please press star one. Again, at this time, if you have a question please press star one. And so – one moment – your first question comes from Michael Jacoby with – he's a private citizen.

Michael Jacoby:

Yes. My name is Michael Jacoby. Many in the EPA have known about me for years addressing an issue. Has the Poison Prevention Center looked into the issue about the locations of the sites of interest with (HazMat) that falls under the pesticides, the organophosphates? Do you have locations or does your center have locations of where these sites might be located so that the public are aware of the potential air releases or water releases from such facilities? Thank you. Interested to hear what you have to say.

Deborah Carr:

This is Debbie Carr from AAPCC. The 57 Poison Centers across the country cover all areas and rely on each other when there is an incident to make sure that we are providing expert service and support for (HazMat) or any other environmental incident.

Michael Jacoby: But, do you have the locations in the EPA data system or the CDC system so

you can or the local residents can react before you get your phone calls?

Jim Jones: Michael, this is Jim Jones from the EPA. That the organophosphates, as I

think you know, are pesticides and they're pretty tightly regulated in the United States by our office. We require users of these products to use some

under very tight control and we also require them to be used only by

professionally trained individuals as restricted use of pesticides. They are not

– however, when an individual who is authorized to use such a product require

to report location of where they are using such products.

Michael Jacoby: Well, you are correct. But, do you have the locations of the bulk storage areas

listed on your EPA database via safe facility registry system information so those states or members within their States that already have the established

high percent activity registries so they can react or get your information?

Jim Jones: I know that we require reporting of where production occurs of these products

but I am not sure if whether we do on distribution centers but we will follow

up with you on that.

Michael Jacoby: Yes. Primary person would be (Steve Owens) and he would know about that

because if you cannot protect the community from bulk storage of facilities like they had where chemicals were stored in Apex, North Carolina, various chemicals, that information has to be known so the local community can react in times of crisis. It also goes into (Ashford) OEM but you have to know on mapping where these facilitates are. That's bulk chemical storage facilities.

Thank you.

Operator: Thank you. Your next question comes from (William Vow) with Alpha (Phi)

Alpha.

(William Vow): Yes. Several items were mentioned as it pertains to electronic marketing on

behalf of our organizations. Are there any specific (hash tags) or additional bullet points or information that can be provided so that I can forward that to

my communications team?

Deborah Carr: (Hash tag) prevent poison.

(William Vow): OK.

Female: You can also (go) to poisonprevention.org and you can see the themes for the

week. Every day of the week there is a different theme and today's theme is

children access over the poison.

Operator: Thank you. Your next question comes from Michael Weaver from Virginia

Tech Pest (Pac).

Michael Weaver: Yes. Can you hear me?

Jim Jones: Yes, we can.

Michael Weaver: I'm with Virginia Tech Pesticide Programs and I'm also President-Elect of the

American Association of Pesticide Safety Educators. Your earlier caller referenced pesticide storage, you know, the SARA Title III requires that people notify Emergency Planning Councils in their localities on stored

pesticides and potential release.

So, that information is out there and it is available. I would look locally for that and that, kind of, leads into what I'd like to ask for – I attended and spoke at the 25th anniversary of Poison Control Center celebration in Washington years back and Cooperative Extension was a pretty involved partner with Poison Control for years and years and years. And, the information that we get more recently has been minimal and, you know, we've got a – we have the ability to reach 3,000 counties in the – across the United States.

And, through 4-H and also through our pesticide applicator, Pesticide Safety Education, pesticide applicator training programs which EPA has reduced and reduced funding for and for us this year we're concerned that all that funding will go completely away. We've had an ongoing Poison Control Program or Poison Prevention Program for many, many years. And, so we'd like to encourage you all to, at least, you know, move this thing forward to – maybe revisit some of those issues and try to expand that network back to where it was.

We're really concerned that our Pesticide Applicator Training Programs in the States are going to away because of (off) pesticide programs reduced funding and we've working on FY '79 funding for many years but that's a dialogue that administrator Jackson we'd love to have with you and others to try to determine, you know, where the priorities lie. But this whole thing on Poison Prevention Pesticide Applicator Training reaches thousands of people every year on, you know, adult prevention but it also has that magnifying effect with use.

Jim Jones:

Thanks, Michael. This is Jim Jones from the Office of Chemical Safety and Pollution Prevention at EPA and we will absolutely follow-up with our colleagues at USDA and the Cooperative Extension Service and thanks for that suggestion.

Michael Weaver: Jim, we're having conversations right now with your, you know, your Worker Protection and Pesticide Safety group about where our funding is going to be in the future and it's been scary, to say at least. The network's going to dry up and we're concerned about that but that's the conversation for another day.

> We'd love to talk to you. You'd linked about that but it does impact poison prevention because we have a lot of ongoing things and we'd like to get back to that partnership we had 25 years ago with the Poison Control Centers because we do an educational program, you know, calling in and asking for information we do that as well. We're not medical professionals, of course, and we don't go there but we do interface with thousands of people and we have that mechanism to get to the stakeholders that you're seeking to, try to reach the public. So, we'd be happy to help.

Michael Weaver: Thank you (inaudible).

Deborah Carr: Hi, Michael. This Debbie Carr at AAPCC. Michael we're going to take you

up on that offer. After this call will you please follow with a direct call to me

at our offices because we would like to reactivate that partnership?

Michael Weaver: OK. Very good. How do I get to you?

Deborah Carr: You can e-mail me at decarr or just carr@aapcc.org and I will return with a

phone call.

Michael Weaver: Thank you.

Operator: Thank you. Your next question comes from (Anita Pal) with Alpha Pharma

Consulting.

(Anita Pal): Hello. It's, perhaps, a little bit misleading, Pharma Consulting. I happen to

be on the RX Protect Working Group and the presentations today I found really excellent but they went by very fast. Will there be anywhere that one could look up to information that was given today later on, on a Web site along with the names of the people involved or was this just a flash in the pan

and now it's over?

(Darlene Dinkins): Hi, this is (Darlene Dinkins). We will have the transcripts available later

on this afternoon on our – you can also find information on the EPA pesticides Web site at epa.gov/pesticides/health/poisonprevention and we have a lot of our information available there. Transcripts will be available also in that same

Web site.

(Anita Pal): All of the transcripts? As I am particularly interested in medications, not that

the others aren't important but it lies outside of my field of expertise and I can't do very much about it but the other things I think I can do something

about.

(Kim): Hi, this is (Kim) with CPSC. If you're interested in Chairman Tenenbaum's

remarks about the decline in incidence involving medicines and other

household cleaners we have our data posted on the Web site cpsc.gov. There

is also video there and other social media elements that you can use.

(Anita Pal): OK. Thank you very much.

Operator: Thank you. There are no further questions in queue.

Jim Jones: This is Jim Jones. One last time, I want to thank all of our partners at the

other agencies as well as AAPCC as well as all of you who took the time out

of your busy schedule to join us today and I hope you will all help us to get the word out to the American public about what each and every one of us can do to prevent accidental poisonings in United States. Thank you very much.

Operator:

Thank you. This concludes today's conference call. You may now disconnect.

END